Helpful Tips for CapTel® Users:

Dialing 9-1-1:

For 1-Line CapTel 800 only

1. Verify that the red CAPTION light is on. If not, press the CAPTION button.
2. Pick up the handset and dial 9-1-1.
3. Follow instructions on display screen.
4. You will not be able to hear the 9-1-1 call taker, but you will be able to read instructions on the *CapTel* display screen.
5. Speak directly and the 9-1-1 call taker will hear everything you say.

Dialing 9-1-1:

For 2-Line CapTel 800 or CapTel 800i only

1. Verify that the red CAPTION light is on. If not, press the CAPTION button.
2. Pick up the handset and dial 9-1-1.
3. You will be able to hear the 9-1-1 call taker and read instructions on the *CapTel* display screen.

Tell your callers you are reading captions:

- If you notice/hear that the other person has finished their turn speaking, and you are still waiting for the captions to be completed, you may want to simply say, "One moment, I'm reading the captions," to keep the conversation flowing.

Reading captions of your answering machine messages:

1. With the handset hung up, press the YES button to see Options.
2. Press the DOWN button repeatedly until Caption Answering Machine is highlighted.
3. Press the YES button to select.
4. Press the YES button again to accept.
5. Lift the handset, and place it next to your answering machine speaker. Make sure the mouth-piece of the handset is next to the speaker on your answering machine.
6. Once you see Ready to Caption the captioning service is connected. Press the "PLAY" button on your answering machine to play the messages aloud.

You do not have to wait for the captions:

- Just like with any telephone conversation, you and the other person are free to interrupt each other at any time. You do not need to wait for the captions if you already understood what was said.

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Captioned Telephone Cheat Sheet

1. **Display screen**: Shows captions, Caller ID, Phone Book entries and more.
2. **YES button:** Allows you to select items that are highlighted in the Options list, and respond "Yes" to questions or commands on the display screen.
3. **NO (Exit) button –** 2 functions:
   (1) Respond "No" to questions or commands on the display screen.
   (2) Exit out of the Options list.
4. **UP (Back) & DOWN (More) buttons:** Move up or down through items in the Options list and move through entries in the Phone Book or Call History. Also the **UP button** lets you go back to review captions that have already scrolled off the display screen. The **DOWN button** lets you scroll down through captions when reviewing calls.
5. **CUSTOMER SERVICE button:** Automatically connects the CapTel customer help line. In an office, you may need to dial 9 first.
6. **SPEED DIAL buttons:** Quickly dial up to three frequently-called phone numbers.
7. **REDIAL button:** Redial the last phone number called. To review/dial up to the last 10 numbers called, leave the handset down and press the button down.
8. **FLASH button:** Briefly interrupt the phone conversation without physically hanging up the phone.
9. **MUTE button:** Silence the sound from your end of the conversation.
10. **TONE button:** Adjust the quality of the handset sound to frequency range that works best for you.
11. **CAPTIONS button:** Turn captions on or off.
12. **VOLUME buttons:** Increase or decrease the sound volume by pressing up arrow button or down arrow button.

If you have any questions or need additional information contact CapTel Customer Service:
(888) 269-7477 (voice/TTY) or CapTel@CapTel.com
www.captel.com

For more information:
www.captel.com
www.relaync.com/captel

Making a call:

Making a call WITH captions:

1. Verify that the red CAPTION light is on. If not, press the CAPTION button to turn it on.
2. Pick up the handset.
3. Dial the number of the person you are calling.
4. Watch the display screen to make sure that the captioning service is being connected.
5. Begin your conversation and read captions in the *CapTel* display window.
6. When the conversation ends, simply hang up the handset. The Captioning Service will automatically disconnect.

Making a call WITHOUT captions:

1. Press the CAPTION button to turn off the red light.
2. Pick up the handset.
3. Dial the number of the person you are calling.
4. Begin your conversation.
5. When the conversation ends, simply hang up the handset.

Receiving a call:

Receiving a call WITH captions:

1. With 1-Line *CapTel*, your caller first dials the captioning service (1-877-243-2823) and then enters your phone number.
2. When your *CapTel* rings, the display lights up and flashes **RING**.
3. Pick up the handset and say "Hello."
4. It will take a few seconds to automatically connect to the captioning service.
5. While being connected, you can inform the caller, "I am using a captioned telephone for this call. This allows me to both hear you and read captions of what you say. You may experience a slight delay before I respond while I read the captions."
6. When the conversation ends, simply hang up the handset. The captioning service will automatically disconnect.

NOTE: With 2-Line CapTel 800 or Internet-based CapTel 800i, your callers just dial your phone number directly, they do not need to place the call through the captioning service.

Receiving a call WITHOUT captions:

1. When your *CapTel* rings, the display lights up and flashes **RING**.
2. Press the CAPTION button to turn off the red light.
3. Pick up the handset and begin your conversation.
4. When the conversation ends, simply hang up the handset.

Troubleshooting:

*More information can be found in the CapTel User manual.

The captions seem delayed:

- Delays may be due to the captionist inserting something like a proper name that cannot be transcribed accurately by the voice-to-text technology.
- Read helpful tips about handling the delay on the back of this cheat sheet.

No power, no lights, no dial tone:

- The power supply may have been disrupted.
- Reset your *CapTel* telephone by unplugging the power adapter from the wall.
- Wait one minute, then plug the adapter back in.
- Verify that the power is not controlled by a light switch.

Errors in the captions:

- The captionist uses voice-recognition technology so word errors sometimes occur between words that sound alike such as "writing" and "riding."
- It may be difficult for the captionist to hear due to background noise or mumbling. If you cannot understand, ask the caller to clarify or repeat.

A word in brackets, such as <thanks>:

- When words have been corrected by the captionist, they will show up within brackets.

The handset volume is not loud enough:

- Press the VOLUME UP button (see #12 on the front cover).
- Press the TONE button to make sure it is set to the best level for you. (see #10 on the front cover).

I hear my own voice echoing on the line:

- Try holding the mouthpiece slightly away from your face.
- Make sure that the earpiece is held closely to your ear.

No captions on the *CapTel* screen:

- Check power connections and phone or internet cables.
- Check the CAPTION button to see if the red light is still on.
- Check to see if the attachment for the phone handle is stuck.

If a problem persists, please contact CapTel Customer Service at (888) 269-7477 (Voice/TTY) or e-mail CapTel@CapTel.com